

# File Continued Claims for Unemployment Insurance Benefits By Telephone!



Use Tel-A-Claim, which is a computerized voice-response system accessed through your touch-tone telephone (no cellular phones, please), to file your weekly claim for unemployment insurance benefits or for waiting week credit. Long distance charges may apply.

## HOW TO USE TEL-A-CLAIM

Dial (208) 334-4700 from a touch-tone phone only. Listen to the voice prompts and follow the instructions. Use the keypad on your touch-tone phone to answer the Yes/No questions:

**1=YES, 9=NO, 0=REPEAT**

- To file for a week of benefits - press “1”.
- Enter your social security number using the keypad on your phone. Follow the prompts to verify the number.
- Enter your 4-digit Personal Identification Number (or “PIN”).

The first time you use Tel-A-Claim, you will need to enter your temporary PIN. *If you do not remember your temporary PIN, please contact your local Job Service office.*

Next, the system will ask you to change this PIN to another number of your choice. Tel-A-Claim will only ask you to change your PIN on your first call into the system. Once you select and enter a new PIN, write it down in a safe place because you will need it every time you call Tel-A-Claim.

**Keep this number confidential.** You are the only person who may legally use Tel-A-Claim to claim benefits under your social security number, and you may be liable for any benefits fraudulently obtained.

**NOTE: DO NOT HANG UP UNTIL ALL QUESTIONS ARE ANSWERED AND VERIFIED, AND THE SYSTEM TELLS YOU “GOOD-BYE” or none of the information will be saved. You will have to call back to claim that week.**

**REPORTING WAGES:** If you earned wages, you must report all your gross earnings (amount before taxes and deductions) *during the week they were earned, not the week you received them.* Use the keypad to enter the total dollars and cents, followed by the # sign (for example, if you earned \$123.30, enter 12330#).

**Holiday** pay is reported in the week the holiday occurs. If you get holiday pay only if you return to work after the holiday, the payment is considered a bonus and you must report it during the week in which you actually receive the payment.

**Bonus or Severance** pay is reported for the week in which payment is received. If you receive more than one lump-sum payment, report an equal amount of pay for each week claimed during the period covered by the payment.

**Vacation** pay is reported during the weeks you are on vacation. Employer-assigned vacation pay is reported for each week that pay is assigned. A lump-sum vacation payment is reported the week you receive it.

**MISTAKES?** You can correct mistakes on Questions 1-6. The voice instructions will tell you what to do. You can correct **ONLY DOLLAR AMOUNT MISTAKES** on Questions 7-9. If you answer these questions incorrectly, you should hang up and start over, or call your local Job Service office to have the mistake corrected.

## ALTERNATIVE TO TEL-A-CLAIM

As an alternative to the Tel-A-Claim system, you can file for unemployment insurance benefits by using the Internet Claims System. See instructions on the reverse side of this page.

**TO SEARCH FOR JOBS**, go to <http://www.idahoworks.org/> or call your local Job Service office for more details.



Claimants call Tel-A-Claim at: 208-334-4700  
TDD Claimants call Tel-A-Claim at: 1-800-682-3187



# File Continued Claims for Unemployment Insurance Benefits on the Internet!



- NO LONG DISTANCE CHARGES • PRINT COPIES FOR YOUR RECORDS
- EASIER TO REPORT!

Log onto the website at: <http://cl.idaho.gov>. Then click on “Weekly Continued Claim Report.”

**You must enter your PIN number to file your claim online.**

If you have **never** accessed the *IdahoWorks* system, you will be asked to enter a temporary PIN when accessing the system for the first time. *If you do not remember your temporary PIN, please contact your local Job Service office.*

If you **have** accessed the *IdahoWorks* system in the past, your PIN will be the same as your *IdahoWorks* PIN. A PIN may be changed when necessary or requested.

**Keep this number confidential.** You are the only person who may legally use this system to claim benefits under your social security number, and you may be liable for any benefits fraudulently obtained.

Once you enter the online claim system, you must answer the questions when prompted.

**REPORTING WAGES:** If you earned wages, you must report all your gross earnings (amount before taxes and deductions) *during the week they are earned, not the week you receive them.* Use the keypad to enter the total dollars and cents.

**Holiday** pay is reported in the week the holiday occurs. If you get holiday pay only if you return to work after the holiday, the payment is considered a bonus and you must report it during the week in which you actually receive the payment.

**Bonus or severance** pay is reported for the week in which payment is received. If you receive more than one lump-sum payment, report an equal amount of pay for each week claimed during the period covered by the payment.

**Vacation** pay is reported during the weeks you are on vacation. Employer-assigned vacation pay is reported for each week that pay is assigned. A lump-sum vacation payment is reported the week you receive it.

**MISTAKES?** Before clicking on the “Submit” button, it is very important that you review your answers for accuracy. Correct any mistakes before you click on the “Submit” button. If you click on the “Submit” button before correcting the mistake, you must contact your local Job Service office to have the mistake corrected.

## ALTERNATIVE TO INTERNET CONTINUED CLAIMS

As an alternative to the Internet online claim system, you can file for unemployment insurance benefits by using the TEL-A-CLAIM System. See instructions on the reverse side of this page.

**TO SEARCH FOR JOBS**, go to <http://www.idahoworks.org>/or call your local Job Service office for more details.

Claimants go to: <http://cl.idaho.gov>. Click on “Weekly Continued Claim Report.”



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TTY 800-377-3529 through Idaho Relay Service.

